



SUPERTUFT

MAINTENANCE GUIDE
AND WARRANTY



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MAINTENANCE GUIDE AND WARRANTY

1. Warranty Overview

Supertuft warrants that its carpets will be free from manufacturing defects under normal residential use for a period of 5 years from the installation date, subject to correct installation, maintenance, and use.

Statutory Guarantees:

This warranty is in addition to guarantees provided under the Australian Consumer Law, including rights to a refund, replacement, or repair for major failures.

2. Cleaning Requirements

- Regular vacuuming with a quality vacuum cleaner is required to remove surface dust and prevent material build-up.
- Do not use dry powder cleaning products, as residues may remain embedded and be difficult to remove.
- Refer to the Woolmark brochure, "WALK ON WOOL", for detailed cleaning guidelines.

3. Professional Cleaning

- Hot water extraction (steam cleaning) may be used if performed by a qualified operator.
- Always test an isolated area before full carpet cleaning to ensure satisfaction with the result.

4. Protection

- Use protective mats under furniture with castors or in areas of repetitive movement.
- Pile loss or damage from repetitive furniture movement is not covered by the warranty.



5. Installation

- Carpets must be installed according to relevant Australian Standards.
- For installation terms, conditions and warranties refer to your chosen retailer or installation company.
- Supertuft does not warranty installation by third parties.
- Supertuft does not manufacture underlay and does not warranty underlay.
- Please refer to underlay supplier for terms, conditions and warranties
- Rippling or uneven surfaces caused by furniture movement or heavy traffic should be corrected by re-stretching immediately to prevent damage. Damage to carpet due to rippling is not a manufacturing fault.

6. Shading (Permanent Pile Reversal / Watermarking)

- Shading occurs in all cut pile carpets (Velour and Twist styles) due to factors other than traffic.
- This is a natural property of cut pile carpets and not considered a manufacturing fault.
- Refer to the "Permanent Pile Reversal Shading" brochure by the Carpet Institute of Australia Limited or visit our website. www.supertuft.com.au

7. Heathered Yarn – Air Blended Colour

Heathered carpets are made by blending multiple dyed wool shades before tufting, creating tonal depth and texture.

Natural Variations Include:

- Fibre micron and staple length differences
- Seasonal and climatic influences
- Humidity and atmospheric conditions during dyeing
- Natural protein differences in fleece

Implications:

- Shade depth may vary between production runs
- Ratio of light to dark tones may shift
- Areas installed at different times may not perfectly match

These variations are authentic to natural wool and not a manufacturing fault.

8. Natural Fibre Composition & Vegetable Matter

- Wool is sourced from pasture-raised sheep and undergoes thorough cleaning.
- Minor traces of vegetable matter (VM), such as grass or seeds, may be present.
- Such traces do not affect performance or durability and are not considered a fault.

9. Wool Fuzzing, Shedding & Pilling

- Short fibres from the spinning and tufting process may rise to the surface post-installation.
- Minor fuzzing, pilling, or fibre accumulation is natural and reduces over time with traffic and vacuuming.
- Settling timelines depend on carpet use and vacuuming frequency.

10. Sample Representations & Low-Frequency Characteristics

- Samples provide an indication of colour, texture, and construction only.
- Characteristics occurring at <0.5% frequency may not appear in samples, including:
 - Vegetable matter particles
 - Minor tonal variations
 - Individual fibre anomalies

Samples are indicative, not exhaustive.

11. Pile Flattening

- Furniture will cause indentations on pile. These pressure marks will be directly related to the weight of the furniture and the time that the furniture remains in the same position.
- Pile flattening is natural and not covered by the warranty.

12. Treatments

- For cleaning instructions please read the "WALK ON WOOL" brochure available from the Carpet Institute of Australia.
- Seek cleaning advice from professional carpet cleaners
- Only use products suitable for wool carpets

13. Guarantee

- Supertuft carpets are guaranteed for 5 years against manufacturing defects.
- Coverage is conditional on proper maintenance, installation, and usage per product recommendations.
- Check our website for product-specific usage recommendations.

14. Conditions for Warranty Validity

- Carpet must be installed according to AS/NZS 2455 by a qualified installer and over suitable underlay.
- Supertuft does not manufacture or warranty Underlays. Refer to the underlay manufacturer for terms, conditions and warranties.
- Proof of purchase, installation date, and professional cleaning records must be provided for claims.
- Warranty applies only to the original purchaser and is not transferable.

15. Exclusions

The warranty does not cover:

- Improper installation, misuse, accidents, unnatural wear, or damage from furniture without protective measures
- Shading, permanent pile reversal, shedding and pilling effects, fading due to UV exposure, vegetable matter, damage from insect attack (e.g., carpet beetle, moths) or wool natural characteristics
- Damage from cleaners or treatments not recommended by the Carpet Institute of Australia's "WALK ON WOOL" guidelines

16. Electrostatic Properties

- Discomfort from static discharge should not be expected under normal atmospheric conditions of approximately 45% Relative Humidity and 20 Celsius.
- If problems arise with static charge from a wool carpet this will be due to air conditioning systems causing unduly dry air and is not a manufacturing fault.

17. Insect Resistance

- Supertuft carpets are treated with the chemical permethrin to a "level of protection 4". This is the maximum protection allowed under current regulations.
- At level 4 the carpet is "INSECT RESIST TREATED" however our wool cannot be guaranteed to be "insect or moth proofed"
- Supertuft products are not guaranteed against insect attack.

18. Natural Characteristics

All qualitative characteristics of wool carpets — fuzzing, pilling, pile flattening, shading, vegetable matter, dye batch variation — are natural and not manufacturing defects.

19. Customer Responsibilities

To maintain warranty validity:

- Seek cleaning advice from professional carpet cleaners
- Only use products suitable for wool carpets
- Provide documentation of professional cleaning where required

20. Claim Process

- Contact Supertuft with proof of purchase, photos, and maintenance records.
- Supertuft may request inspection by an authorised representative.

On valid claims, Supertuft may:

- o Repair the affected area
- o Replace the carpet section
- o Provide a credit allowance toward new carpet

Depreciation for Wear Claims: Replacement value may be reduced depending on age and wear level.

21. Further Assistance

If you require any further assistance regarding maintenance, warranty claims, specifications, flammability reports, or quotations please contact us.

22. Acknowledgment

By purchasing and installing Supertuft carpet, the purchaser acknowledges understanding of these terms and the natural characteristics of wool carpets.



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www.supertuft.com.au
+61 03 9427 8600